

FOI_0518_21/22 – FOI request concerning - Contact Centre/Call Centre Contracts

1. **Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients. (i.e Call/Telephony Management Systems, Email Management Services/software, Help Desk Agents and Hotlines etc.)**
 - a) **Do you have a call centre?**
No
 - b) **If yes, how many call centre/support agents do you have?**
N/A
 - c) **What is your average cost per call (annual)?**
N/A
 - d) **How many calls does your call centre receive (annual)?**
N/A

2. **Inbound Network Services Contracts (by “Inbound Network Services”, I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by Patients to make contact.)**

Part of our current IT outsourced contract with CGI.

3. **Website Traffic Spend/Analysis (even if hosted by an Agency)**
 - a) **Number of Visits per month (Average).**
22,750 average sessions per month (April 2020 - April 2021)
 - b) **Who is the supplier/agency/internal stakeholder responsible for hosting/maintaining and managing the website(s)?**
Berkshire IT
 - c) **Does your organisation’s website(s) have an on-site search bar?**
Yes
 - **What Content Management System is your site-search connected to (if so)?**
Built into the website, not managed by external system.
 - **What is the Search Bar Utilisation? (If known, % of Website visitors)**
Unknown.
 - **Who is the Supplier/Owner of the on-site search on your website?**
Berkshire IT.

Please send me the following information:

- 1. Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?**

Berkshire IT, Frank Design Ltd, Texthelp Ltd, Winona Esolutions Ltd, Unleash It Ltd

- 2. Annual Average Spend: the annual average (over 3 years) spend for each supplier?**

Supplier	£
BERKSHIRE HEALTHCARE NHS FOUNDATION TRUST	49,655
FRANK DESIGN LTD	6,213
TEXTHELP LTD	3,026
WINONA ESOLUTIONS LTD	1,217
UNLEASH IT LTD	667

*Some of the above will incorporate build costs as well as spend for hosting.

- 3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?**

Solent Commercial Team or Comms Team